

Instructions to Create Your Patient Portal Account

1. Open your internet browser application.
2. Go to <http://patientportal.cc.nih.gov/>
3. On the upper, left side of the screen in the “Sign in for Access...” section, select “Need an account?”.

4. A window will open requiring you to enter your demographic information (follow the data entry guidelines below).

Data Entry Guidelines:

*User Name: Create your own user name for your Patient Portal account. After you create a user name, click on “Check availability” to be sure the user name is not already in use. This user name will be unique for you. Please keep this information confidential to ensure security. *(The user name is NOT case sensitive at log in)*

*Password: Create your own password. The password must be at least 4 characters long. Please keep this information confidential to ensure security. *(Case sensitive at login).*

*Confirm Password: Re-type your chosen password.

*Last name: Enter your last name. You must use the same last name you provided to the NIH Clinical Center at registration.

*First name: Enter your first name. You must use the same first name you provided to the NIH Clinical Center at registration.

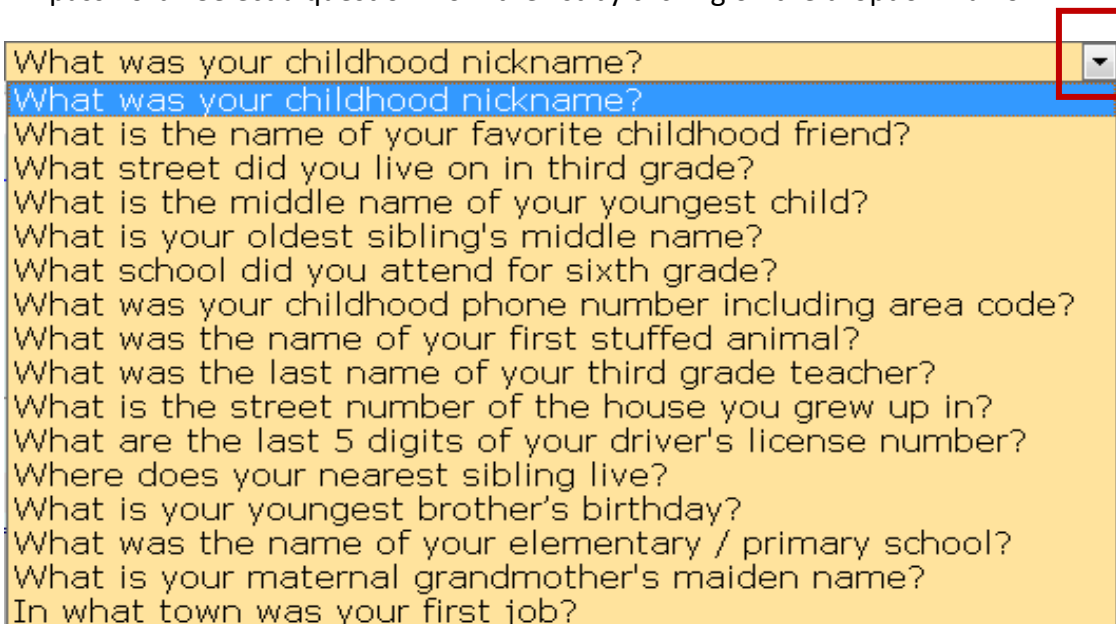
Middle Name: Enter your middle name (optional).

*Date of Birth: Enter your date of birth. Enter in the format of m/d/yyyy. The date of birth must match the birth date you provided to the NIH Clinical Center at registration.

*Email: Must match the email address you provided to the NIH Clinical Center at registration.

Phone: Enter your phone number.

*Security Question: Select a security question that will be used to verify your identity if you forget your password. Select a question from the list by clicking on the dropdown arrow.



What was your childhood nickname?

What was your childhood nickname?

What is the name of your favorite childhood friend?

What street did you live on in third grade?

What is the middle name of your youngest child?

What is your oldest sibling's middle name?

What school did you attend for sixth grade?

What was your childhood phone number including area code?

What was the name of your first stuffed animal?

What was the last name of your third grade teacher?

What is the street number of the house you grew up in?

What are the last 5 digits of your driver's license number?

Where does your nearest sibling live?

What is your youngest brother's birthday?

What was the name of your elementary / primary school?

What is your maternal grandmother's maiden name?

In what town was your first job?

*Security Answer: Enter your answer to the security question you selected.

All items with a * must be completed.

5. After entering the required demographic information, select the blue “**terms and conditions**” link and read the document that opens.

A screenshot of a web form for account creation. The form includes fields for Date of birth (01/01/1990), Email (testpatient@test.com), Confirm Email (testpatient@test.com), Phone (555 5555555), Security question (What was your childhood nickname?), and Security answer (Test). Below these fields is a checkbox labeled "I agree to the" followed by a blue hyperlink "terms and conditions". This link is highlighted with a red rectangular box. At the bottom right of the form are three buttons: "Create", "Cancel", and "Help".

6. In order to complete the account creation process, you must agree to the **terms and conditions** by clicking the box to the left. *(If you have any questions regarding these terms and conditions, do not select this box. Instead, click on the “**Cancel**” button and contact the Patient Portal Support Team (1-855-644-6445).)*

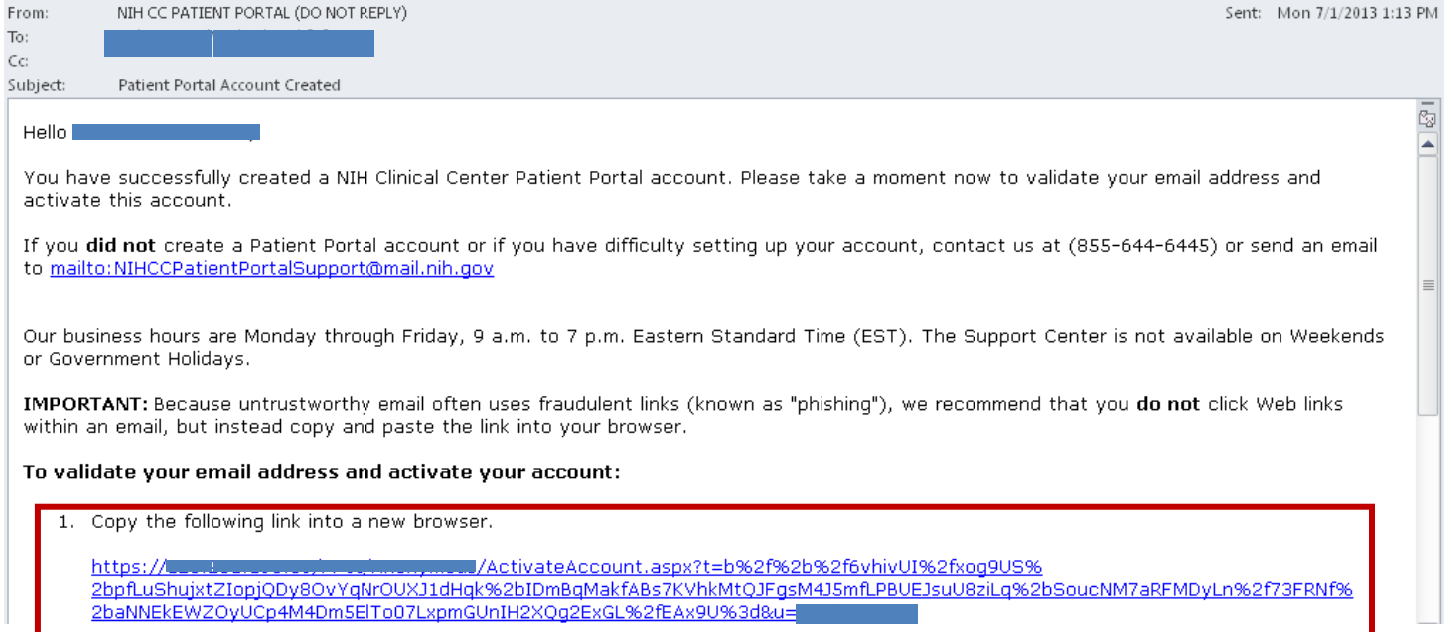
A screenshot of the same web form as above. In this version, the checkbox next to the text "I agree to the" is highlighted with a red rectangular box. The blue hyperlink "terms and conditions" remains visible. The "Create", "Cancel", and "Help" buttons are at the bottom right.

7. Click on the “**Create**” button.

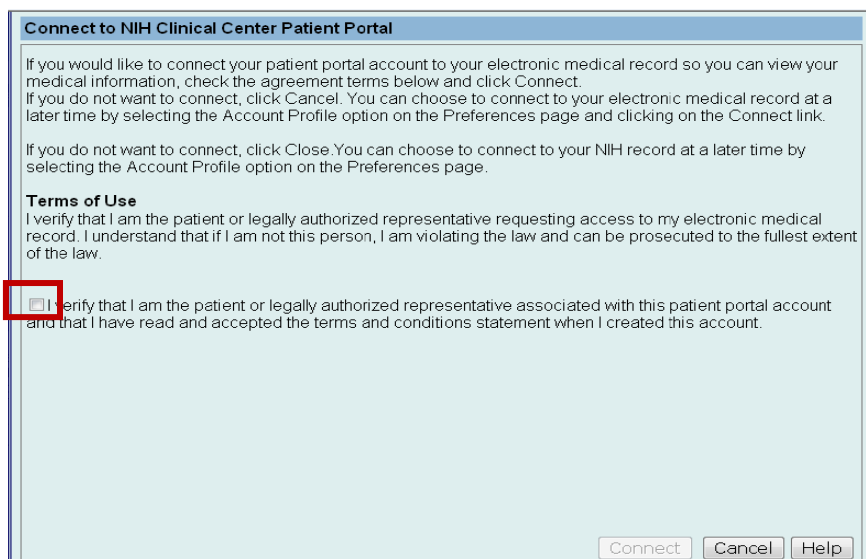
A screenshot of the web form with the "I agree to the" checkbox now checked. The "Create" button at the bottom right is highlighted with a red rectangular box. The "Cancel" and "Help" buttons are also visible next to it.

8. An email will be sent to your personal email account providing you with instructions on how to activate your Portal account. (The email will be from NIH CC Patient Portal (DO NOT REPLY)) Subject line: Patient Portal Account Created. **Copy and paste the link into your internet browser's URL field to complete the process.**

(Sample email)



9. This link will take you back to the Patient Portal site where you will be prompted to agree to the Patient Portal's Terms of Use. To do so, click in the box prior to the **"I verify that I am the patient or legally authorized representative associated with this patient portal account..."** statement.



10. Click on the “Connect” button.

Connect to NIH Clinical Center Patient Portal


If you would like to connect your patient portal account to your electronic medical record so you can view your medical information, check the agreement terms below and click Connect.
If you do not want to connect, click Cancel. You can choose to connect to your electronic medical record at a later time by selecting the Account Profile option on the Preferences page and clicking on the Connect link.

If you do not want to connect, click Close. You can choose to connect to your NIH record at a later time by selecting the Account Profile option on the Preferences page.

Terms of Use
I verify that I am the patient or legally authorized representative requesting access to my electronic medical record. I understand that if I am not this person, I am violating the law and can be prosecuted to the fullest extent of the law.

☐ I verify that I am the patient or legally authorized representative associated with this patient portal account and that I have read and accepted the terms and conditions statement when I created this account.

11. Once you have selected the “Connect” button, you will be prompted to sign in to your newly created NIH Clinical Center Patient Portal account using the username and password you specified during the account creation process.



THE NIH CLINICAL CENTER
Patient Portal



Sign In for Access to Your Medical Record [Options](#)

User Name:

Password:

[Forgot your password?](#)
[Need an account?](#)
[Forgot your username?](#)

Welcome to the NIH Clinical Center Patient Portal

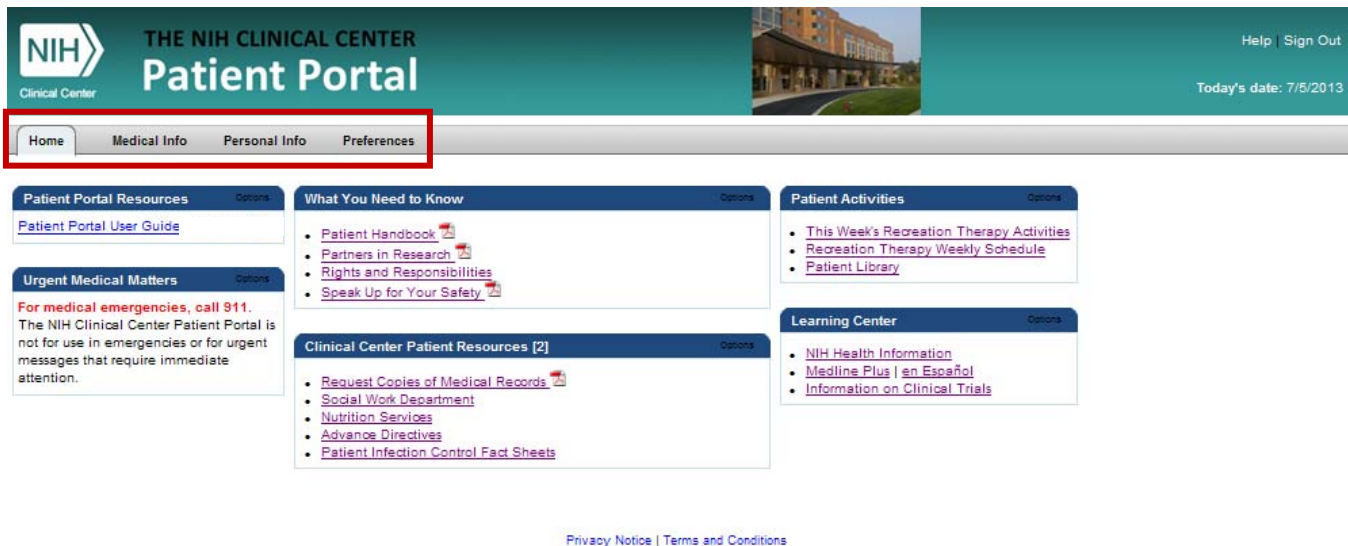


Welcome to the National Institutes of Health Clinical Center Patient Portal, a secure website that connects you to important resources. The NIH Clinical Center Patient Portal is designed to provide you with access to key medical information regarding care you received at the Clinical Center including test results.

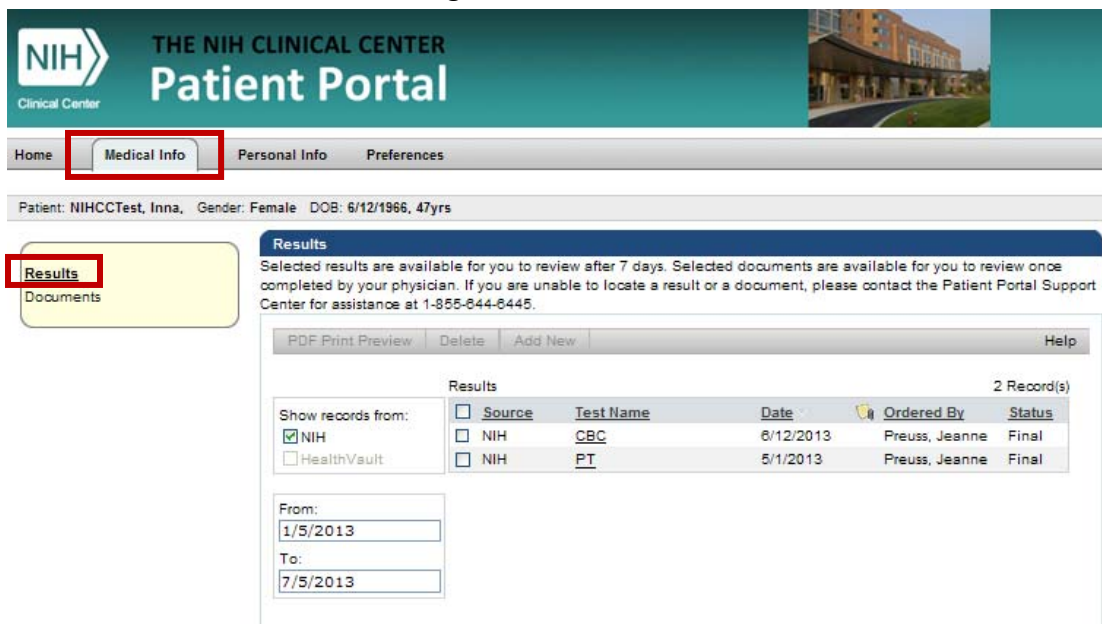
Patient Portal Features

REVIEWING RESULTS

1. Once logged in to the NIH Clinical Center's Patient Portal you will be on the Portal's "Home Page." The NIH Clinical Center Patient Portal is organized through a series of 'tabs' or sections. These tabs are organized across the top of the page beneath the Portal's green banner area. The "Home Page" or the tab labeled as "Home" provides additional useful links to a variety of patient resources.



2. To view selected results and documents from your electronic medical record, click on the "Medical Info" tab. There are two types of medical information available for viewing on the "Medical Info" tab – results and documents. To view results, select the "Results" link on the left side of the screen. A list of results available for viewing will be listed.



3. You can search for specific results in several ways. Search for results within a specific date range by entering dates in the “From” and “To” fields. A list of results within that date range will be listed.

The screenshot shows the NIH Clinical Center Patient Portal interface. The patient information bar at the top indicates: Patient: NIHCCTest, Inna, Gender: Female, DOB: 6/12/1966, 47yrs. The left sidebar has a yellow box with 'Results' and 'Documents' links. The main content area is titled 'Results' and contains a message: 'Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-844-8445.' Below this is a toolbar with 'PDF Print Preview', 'Delete', 'Add New', and 'Help' buttons. A table titled 'Results' shows 2 records. The table has columns: Source, Test Name, Date, Ordered By, and Status. The first record is for 'CBC' on 6/12/2013, and the second is for 'PT' on 5/1/2013. Below the table, there is a search filter section with 'From:' and 'To:' date fields, both containing the date 1/5/2013. The 'From:' field is highlighted with a red box.

NIH Clinical Center

THE NIH CLINICAL CENTER
Patient Portal

Home Medical Info Personal Info Preferences

Patient: NIHCCTest, Inna, Gender: Female DOB: 6/12/1966, 47yrs

Results
Documents

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-844-8445.

PDF Print Preview Delete Add New Help

Results 2 Record(s)

Show records from:	Source	Test Name	Date	Ordered By	Status
<input checked="" type="checkbox"/> NIH	NIH	CBC	6/12/2013	Preuss, Jeanne	Final
<input type="checkbox"/> HealthVault	NIH	PT	5/1/2013	Preuss, Jeanne	Final

From:
1/5/2013

To:
7/5/2013

4. You can also sort the entire list of results by test name or date. To sort the list, click on the “Test Name” or “Date” header at the top of the list.

This screenshot is similar to the previous one, but with a different search filter. The 'From:' and 'To:' date fields are both empty. The 'Test Name' header in the table is highlighted with a red box, indicating it is the selected sort criterion. The table shows the same two records: 'CBC' on 6/12/2013 and 'PT' on 5/1/2013.

NIH Clinical Center

THE NIH CLINICAL CENTER
Patient Portal

Home Medical Info Personal Info Preferences

Patient: NIHCCTest, Inna, Gender: Female DOB: 6/12/1966, 47yrs

Results
Documents

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-844-8445.

PDF Print Preview Delete Add New Help

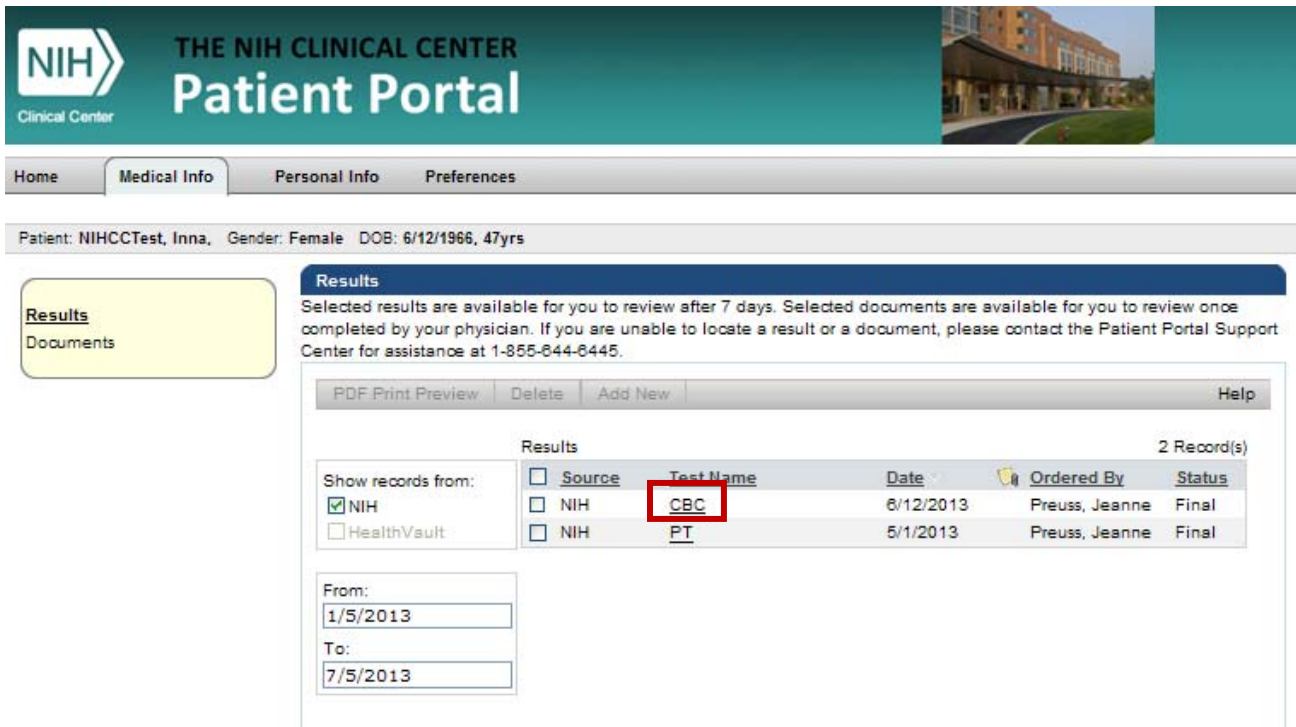
Results 2 Record(s)

Show records from:	Source	Test Name	Date	Ordered By	Status
<input checked="" type="checkbox"/> NIH	NIH	CBC	6/12/2013	Preuss, Jeanne	Final
<input type="checkbox"/> HealthVault	NIH	PT	5/1/2013	Preuss, Jeanne	Final

From:
1/5/2013

To:
7/5/2013

5. Once you have located the result you would like to review, click on the name of the result in the “Test Name” column. The result will open for viewing.



NIH Clinical Center Patient Portal

Home Medical Info Personal Info Preferences

Patient: NIHCCTest, Inna, Gender: Female DOB: 6/12/1966, 47yrs

Results

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-844-8445.

PDF Print Preview Delete Add New Help

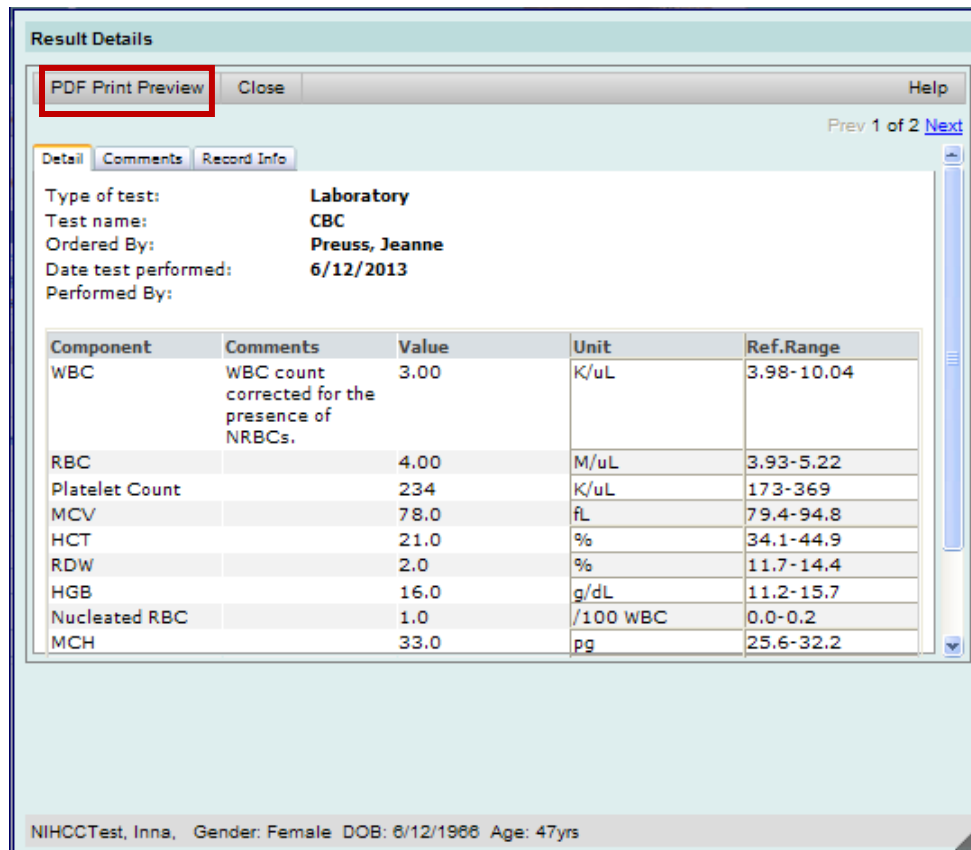
Results 2 Record(s)

Show records from:
☒ NIH
☐ HealthVault

Source	Test Name	Date	Ordered By	Status
<input type="checkbox"/> NIH	CBC	6/12/2013	Preuss, Jeanne	Final
<input type="checkbox"/> NIH	PT	5/1/2013	Preuss, Jeanne	Final

From: 1/5/2013
To: 7/5/2013

6. To print the result, select the “PDF Print Preview” button in the grey header.



Result Details

PDF Print Preview Close Help

Prev 1 of 2 Next

Detail Comments Record Info

Type of test: **Laboratory**
Test name: **CBC**
Ordered By: **Preuss, Jeanne**
Date test performed: **6/12/2013**
Performed By:

Component	Comments	Value	Unit	Ref.Range
WBC	WBC count corrected for the presence of NRBCs.	3.00	K/uL	3.98-10.04
RBC		4.00	M/uL	3.93-5.22
Platelet Count		234	K/uL	173-369
MCV		78.0	fL	79.4-94.8
HCT		21.0	%	34.1-44.9
RDW		2.0	%	11.7-14.4
HGB		16.0	g/dL	11.2-15.7
Nucleated RBC		1.0	/100 WBC	0.0-0.2
MCH		33.0	pg	25.6-32.2

NIHCCTest, Inna, Gender: Female DOB: 6/12/1966 Age: 47yrs

7. A new “Print Preview” window will open. Click on the “Print” button to print the document. Click on the “Close” button once you have printed the document.

Result Details

Patient: **Mocktwofifteen, Fifteen, Test** Date Printed: 7/5/2013
Gender: **Female**, DOB: 7/1/1940 Age: 73yrs Printed By: **Fifteen Mocktwofifteen**
Phone: 567-876-1234, Email: Printed From: **National Institutes of Health Clinician Portal**
Primary Care Provider: , Phone: Information From: **NIH**

Type of test: **Laboratory**
Test name: **Blood Gases, Arterial**
Ordered By: **Preuss, Jeanne**
Date test performed: 7/1/2013
Performed By:

Component	Value	Unit	Ref.Range
pH, Arterial	7.40		7.35-7.45
Comment			
Result Notes: ORDER COMMENT: =Collection Instructions: Specimen must be delivered to the laboratory immediately. 002BBJ070/Blood Gases, Arterial: Collection Instructions: ind:Specimen must be delivered to the laboratory ind:immediately.			
pCO2, Arterial	33	mmHg	32-45
pO2, Arterial	99	mmHg	83-108
Temperature, Arterial			
Result Notes: ASSUMED 37.0			
FI02, Arterial	90	%	-
Bicarbonate, Arterial	34.0	mmol/L	22.0-26.0
O2 Saturation, Arterial	99.0	%	94.0-98.0
No Comments found			

https://128.231.190.59/PPUI/Anonym Internet | Protected Mode: On

8. Click on the “Close” button in the grey header to close the window and to return to the result list view.

Result Details

PDF Print Preview **Close** Help

Prev 1 of 2 [Next](#)

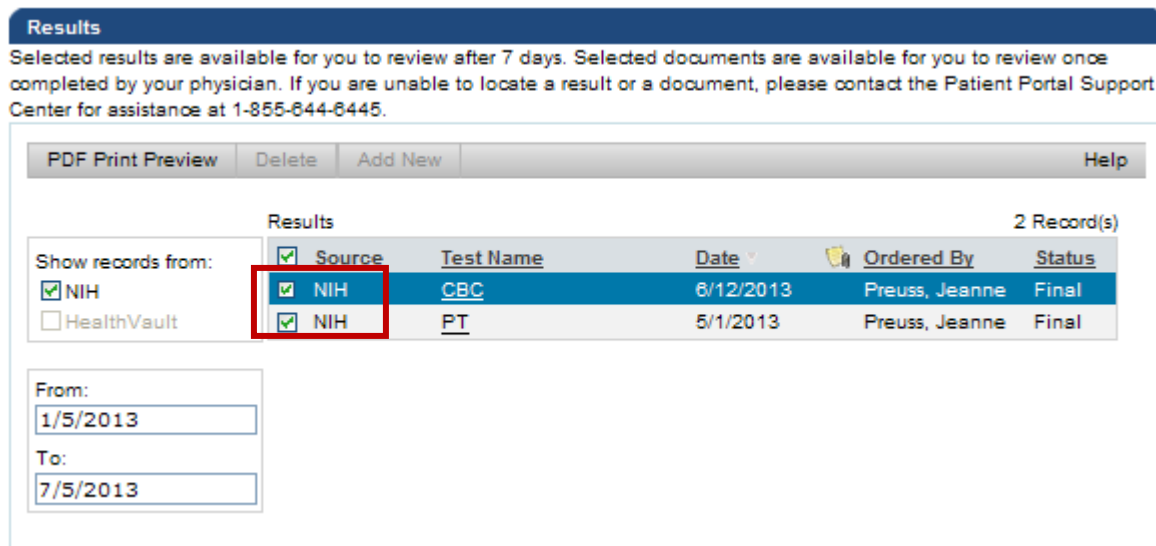
Detail **Comments** **Record Info**

Type of test: **Laboratory**
Test name: **CBC**
Ordered By: **Preuss, Jeanne**
Date test performed: **6/12/2013**
Performed By:

Component	Comments	Value	Unit	Ref.Range
WBC	WBC count corrected for the presence of NRBCs.	3.00	K/uL	3.98-10.04
RBC		4.00	M/uL	3.93-5.22
Platelet Count		234	K/uL	173-369
MCV		78.0	fL	79.4-94.8
HCT		21.0	%	34.1-44.9
RDW		2.0	%	11.7-14.4
HGB		16.0	g/dL	11.2-15.7
Nucleated RBC		1.0	/100 WBC	0.0-0.2
MCH		33.0	pg	25.6-32.2

NIHCCTest, Inna, Gender: Female DOB: 6/12/1966 Age: 47yrs

9. You can also print multiple results in one report. To do so, in the result viewing window, click in the check box before each test name you would like to print in the list.

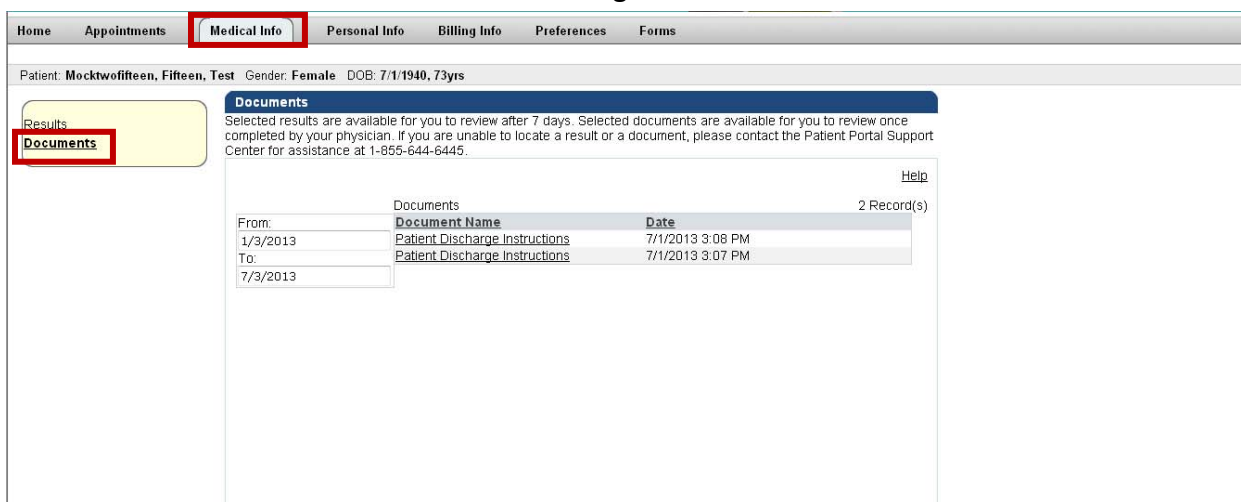


Source	Test Name	Date	Ordered By	Status
<input checked="" type="checkbox"/> NIH	CBC	6/12/2013	Preuss, Jeanne	Final
<input checked="" type="checkbox"/> NIH	PT	5/1/2013	Preuss, Jeanne	Final

10. Once you have checked the boxes before each result you would like to print, click on one of the test names that you would like to print in the list. The results will open for viewing. To print the results, select the “PDF Print Preview” button in the grey header. A new “Print Preview” window will open.
11. Once you have finished printing the results, click on the “Close” button in the “Print Preview” window and then click the “Close” button in the grey header to return to the result list view.

REVIEWING DOCUMENTS

1. To view selected results and documents from your electronic medical record, click on the “Medical Info” tab. There are two types of medical information available for viewing on the “Medical Info” tab – results and documents. To view documents, select the “Documents” link on the left side of the screen. A list of documents available for viewing will be listed.



Document Name	Date
Patient Discharge Instructions	7/1/2013 3:08 PM
Patient Discharge Instructions	7/1/2013 3:07 PM

2. You can search for specific documents in several ways. Search for documents within a specific date range by entering dates in the “From” and “To” fields. Documents within that date range will appear on the screen.

Home Appointments Medical Info Personal Info Billing Info Preferences Forms

Patient: Mocktwofifteen, Fifteen, Test Gender: Female DOB: 7/1/1940, 73yrs

Results Documents

Documents

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-644-6445.

Help

Documents 2 Record(s)

Document Name	Date
Patient Discharge Instructions	7/1/2013 3:08 PM
Patient Discharge Instructions	7/1/2013 3:07 PM

From: 1/3/2013 To: 7/3/2013

3. You can also sort the entire list of documents by document name or date. To sort the list, click on the “Document Name” or “Date” header at the top of the list.

Home Appointments Medical Info Personal Info Billing Info Preferences Forms

Patient: Mocktwofifteen, Fifteen, Test Gender: Female DOB: 7/1/1940, 73yrs

Results Documents

Documents

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-644-6445.

Help

Documents 2 Record(s)

Document Name	Date
Patient Discharge Instructions	7/1/2013 3:08 PM
Patient Discharge Instructions	7/1/2013 3:07 PM

From: 1/3/2013 To: 7/3/2013

4. Once you have located the document you would like to review, click on the name of the document in the “Document Name” column.

Home Appointments Medical Info Personal Info Billing Info Preferences Forms

Patient: Mocktwofifteen, Fifteen, Test Gender: Female DOB: 7/1/1940, 73yrs

Results Documents

Documents

Selected results are available for you to review after 7 days. Selected documents are available for you to review once completed by your physician. If you are unable to locate a result or a document, please contact the Patient Portal Support Center for assistance at 1-855-644-6445.

Help

Documents 2 Record(s)

Document Name	Date
Patient Discharge Instructions	7/1/2013 3:08 PM
Patient Discharge Instructions	7/1/2013 3:07 PM

From: 1/3/2013 To: 7/3/2013

5. The document will open for viewing. To print the document, select the word “Print” in the blue header. Once you are done viewing the document, click on the word “Close” in the blue header.

NIH THE NIH CLINICAL CENTER Patient

MRN: 85-27-51-9 Age: 73yrs (7/1/1940) Mocktwofifteen, Fifteen, Test Gender: Female National Institutes of Health Patient Portal

07/01/2013 15:08 Patient Discharge Instructions Complete, Patient Care DCRI, Doctor (MD) [Signed: 07/01/2013 15:08] [Last Updated: 07/01/2013 15:08]

Activities:

- Activity Recommendations: test
- Activity Restrictions: 457enthydrdd

Equipment/Devices:

- Returned Home With Own Equipment/Devices: Medic Alert emblem; Walker
- New Equipment/Devices Received During This Admission: CPAP; Dentures; Walker
- Ambulatory Infusion Pump Name: test
- Comments: test

Electronic Signatures:
DCRI, Doctor (MD): (Signed 07/01/2013 15:08)
Authored: Activity, Equipment/Devices

Last Updated: 07/01/2013 15:08 by DCRI, Doctor (MD)

Print Close

Help Sign Out Today's date: 7/3/2013

Page 1 of 2

REVIEWING OTHER INFORMATION IN THE PORTAL

1. There are two other tabs available for viewing information in the Portal - the “Personal Info” and “Preferences” tabs.

NIH Clinical Center Patient Portal

Help | Sign Out
Today's date: 7/5/2013

Home Medical Info **Personal Info** Preferences

Patient Portal Resources

[Patient Portal User Guide **NEED FILE**](#)

Urgent Medical Matters

For medical emergencies, call 911. The NIH Clinical Center Patient Portal is not for use in emergencies or for urgent messages that require immediate attention.

What You Need to Know

- [Patient Handbook](#)
- [Partners in Research](#)
- [Rights and Responsibilities](#)
- [Speak Up for Your Safety](#)

Clinical Center Patient Resources [2]

- [Request Copies of Medical Records](#)
- [Social Work Department](#)
- [Nutrition Services](#)
- [Advance Directives](#)
- [Patient Infection Control Fact Sheets](#)

Patient Activities

- [This Week's Recreation Therapy Activities](#)
- [Recreation Therapy Weekly Schedule](#)
- [Patient Library](#)

Learning Center

- [NIH Health Information](#)
- [Medline Plus | en Español](#)
- [Information on Clinical Trials](#)

[Privacy Notice](#) | [Terms and Conditions](#)

2. The “Personal Info” tab provides you with the capability to review the demographic and contact information that the NIH Clinical Center has entered in the hospital’s electronic medical record information system about you. To review personal demographic information, click on the “Demographics” link on the left side of the screen. A window will open with your demographic information listed. To view contact information the NIH Clinical Center has on file for you, click on the “Contacts” link on the left side of the screen. If you notice that any of this information is inaccurate or needs to be updated, contact the Patient Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

NIH Clinical Center Patient Portal

Home Medical Info **Personal Info** Preferences

Patient: NIHCCTEST, Inna. Gender: Female DOB: 6/12/1966, 47yrs

Demographics

PDF Print Preview

NIH	
Name:	NIHCCTEST, INNA NMN
Gender:	Female
Date of Birth:	6/12/1960
Age:	53yrs
Religion:	Amish
Race:	Black/African Amer
Deceased:	
Marital:	
Language:	Arabic
Address:	1001 P STREET WASHINGTON DC USA 20015
Primary Phone:	301-555-2121
Secondary Phone:	301-111-2233
Email:	
Height:	120 cm
Weight:	100 kg

3. To view your personal NIH Clinical Center Patient Portal settings, click on the “Preferences” tab. From this tab, you have the capability to review your Patient Portal account profile settings, change your Patient Portal password, and/or change your Patient Portal security question by selecting the links on the left side of the window.

It is very important that you DO NOT update your preferences (name, date of birth, or email address) on this page. If you need to request an update to this information, contact the Patient Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

Patient Portal

Clinical Center

Home Medical Info Personal Info **Preferences**

Account Profile
Change Password
Change Security Question

Account Details
Please do not modify your demographics on this screen. Doing so will disconnect your access to your medical record in the Patient Portal. Please contact the Patient Portal Support Center for assistance at 1-855-644-6445.

Help

Profile

User Name: Nihocetinn

* Last Name: NIHCCTest

* First Name: Inna

Middle Name:

* Date of Birth: 6/12/1966

* Email:

Phone: 301 6019558

Save Cancel

Connections

NIH
[Disconnect](#)